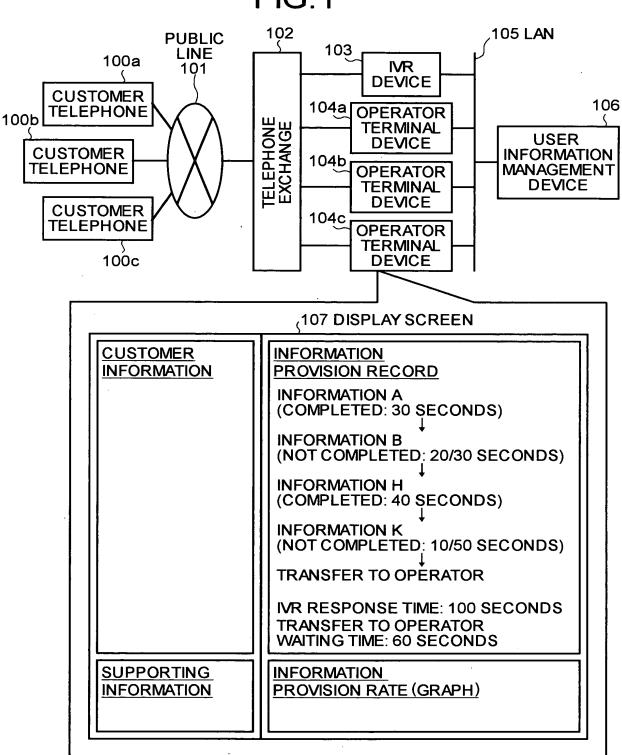
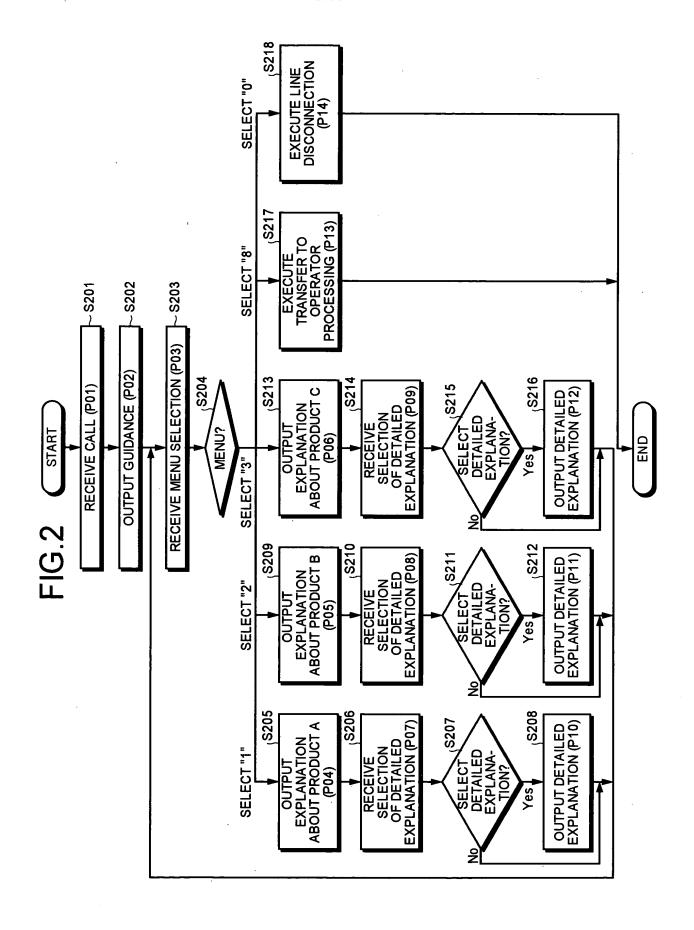
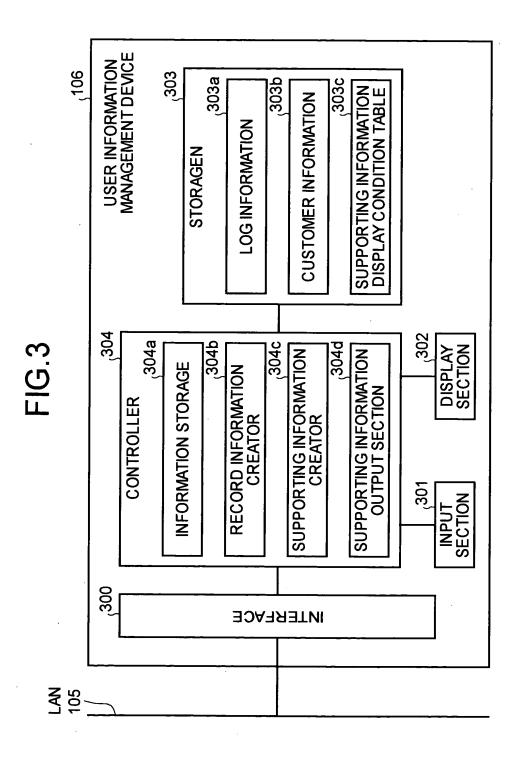
FIG.1







F16.4

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	COMPLETION/INCOMPLETION FLAG	COMPLETED	COMPLETED	COMPLETED	NOT COMPLETED	INCOMING CALL TO OPERATOR	COMPLETED	COMPLETED	INCOMING CALL TO OPERATOR	:						
	ENDING TIME	10:00:05	10:00:15	10:00:26	10:01:07	10:01:17	10:01:20	10:02:08	10:01:30	10:01:42	10:02:19	10:03:43	10:04:00	10:04:10	10:04:25	
	STARTING TIME	10:00:00	10:00:06	10:00:16	10:00:27	10:01:08	10:01:15	10:01:18	10:01:21	10:01:31	10:02:09	10:01:43	10:02:20	10:04:01	10:04:11	:
	PROCESSING IDENTIFICATION NUMBER	P01	P02	P03	P05	P03	P01	P06	P02	P03	P09	P13	P12	P03	P13	•
	INCOMING CALL RECEPTION NUMBER	1-1	1-1.	1-1	1-1	1-1	1-2	1-1	1-2	1-2	1-1	1-2	1-1	1-1	1-1	:

FIG 5

DISPLAY CONTENTS	DETAILED EXPLANATION ABOUT PRODUCT A	DETAILED EXPLANATION ABOUT PRODUCT B	DETAILED EXPLANATION ABOUT PRODUCT C	CAMPAIGN OF PRODUCT A	CAMPAIGN OF PRODUCT B	CAMPAIGN OF PRODUCT C	CUSTOMER WAITING LONG FOR TRANSFER (APOLOGY IS NECESSARY)	OPERATOR DIRECT	
DISPLAY CONDITION	TRANSMISSION OF EXPLANATION ABOUT PRODUCT A (P04) IS COMPLETED	TRANSMISSION OF EXPLANATION ABOUT PRODUCT B (P05) IS COMPLETED	TRANSMISSION OF EXPLANATION ABOUT PRODUCT C (P06) IS COMPLETED	TRANSMISSION OF DETAILED EXPLANATION ABOUT PRODUCT A (P10) IS COMPLETED	TRANSMISSION OF DETAILED EXPLANATION ABOUT PRODUCT B (P11) IS COMPLETED	TRANSMISSION OF DETAILED EXPLANATION ABOUT PRODUCT C (P12) IS COMPLETED	WAITING TIME FOR TRANSFER TO OPERATOR IS 60 SECONDS OR MORE	DIRECT INCOMING CALL TO OPERATOR	•••
CONDITION IDENTIFICATION NUMBER	1	2	8	4	5	9	7	8	:

FIG.6

600 601 CUSTOMER INFORMATION INFORMATION PROVISION RECORD NAME MR. SUZUKI P01 CALL ARRIVAL GENDER MALE (COMPLETED: 5 SECONDS) AGE 38 000 1-2-3, 000 CITY, P02 **GUIDANCE ADDRESS** 000 PREFECTURE (COMPLETED: 9 SECONDS) TEL 000-000-000 PRODUCTS PURCHASED BEFORE MENU SELECTION P03 * PRODUCT A (COMPLETED: 10 SECONDS) OTHER INFORMATION * HAS INTERESTS P05 **EXPLANATION ABOUT** PRODUCT B (NOT IN BASEBALL GOODS COMPLETED: 40/60 SECONDS) MENU SELECTION P03 (COMPLETED: 9 SECONDS) P06 **EXPLANATION ABOUT** PRODUCT C (COMPLETED: 60 SECONDS) P09 SELECTION OF DETAILS (COMPLETED: 10 SECONDS) P12 DETAILS OF PRODUCT C (COMPLETED: 100 SECONDS) P03 MENU SELECTION (COMPLETED: 9 SECONDS) P14 TRANSFER TO OPERATOR IVR RESPONSE TIME: 242 SECONDS WAITING TIME FOR TRANSFER TO OPERATOR: 14 SECONDS SUPPORTING INFORMATION INFORMATION PROVISION RATE **EXPLANATION** * CAMPAIGN OF PRODUCT C ABOUT PRODUCT A 0% **EXPLANATION** ABOUT PRODUCT B EXPLANATION **ABOUT** PRODUCT C DETAILED EXPLANATION ABOUT 100% PRODUCT C

FIG.7

600 601 INFORMATION PROVISION RECORD CUSTOMER INFORMATION P01 CALL ARRIVAL MR. SUZUKI NAME (COMPLETED: 5 SECONDS) MALE **GENDER** AGE 38 000 1-2-3, 000 CITY, 000 PREFECTURE P02 **GUIDANCE ADDRESS** (COMPLETED: 9 SECONDS) 000-000-000 TEL. MENU SELECTION PRODUCTS PURCHASED P03 (COMPLETED: 9 SECONDS) IN THE PAST * PRODUCT A TRANSFER TO OPERATOR P14 OTHER INFORMATION * HAS INTERESTS IN BASEBALL GOODS IVR RESPONSE TIME: 23 SECONDS WAITING TIME FOR TRANSFER TO **OPERATOR: 120 SECONDS** INFORMATION PROVISION RATE SUPPORTING INFORMATION **EXPLANATION** * OPERATOR DIRECT ABOUT PRODUCT A LONG WAITING TIME FOR 0% TRANSFER TO OPERATOR **EXPLANATION ABOUT** 0% PRODUCT B **EXPLANATION** ABOUT 0% PRODUCT C

602

603

